

CONFIDENTIAL

November 22, 1966

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Post Office Box 6788
Fort Davis Station
Washington, D. C. 20020

Declass Review by NGA

Reference: Letter October 4, 1966

Gentlemen:

Thank you for your letter. The importance of your requirements has always been paramount to [redacted] and I am concerned to hear of the product deficiencies you have experienced. I have advised personnel responsible for quality control and quality assurance of the deficiencies noted in your letter, and the following additional procedures have been initiated:

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1. All High Power Stereoviewers will now be inspected using the [redacted] Fluotar Objectives and Eyepieces which they will ultimately be used with. Although this has not been a requirement, you will agree it should correct the out of focus condition which would not be detected using [redacted] Objectives and Eyepieces previously used during inspection.
2. Quality assurance personnel now take part in final packaging prior to shipment and to insure that all components are included and moving parts are rigidly secure.

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In the past we have been verbally informed of product deficiencies. It would be helpful in the future that we be advised in writing of any deficiencies, no matter how small. Perhaps sending a copy of your receiving inspection report to the [redacted] Contract Administrator would be the most convenient way for you to do this. Also, if you now have any instruments which are deficient please return them for correction.

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Clearance requests for quality assurance personnel have recently been submitted to you; however, I would like to forward a copy of your letter to these people now, and with your approval will do so immediately.

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CONFIDENTIAL

STAT

November 22, 1966

-2-

STAT

[redacted] takes pride in the quality of its products. You have expressed confidence in our products by supporting developments and procuring production quantities of several interpretation instruments. It is our intention that you continue to have confidence in our products. I believe the corrective action taken and to be taken will eliminate the deficiencies you have noted. If you would like to discuss it further I might suggest you come to [redacted] to witness the quality assurance function as it is performed.

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Very truly yours.

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